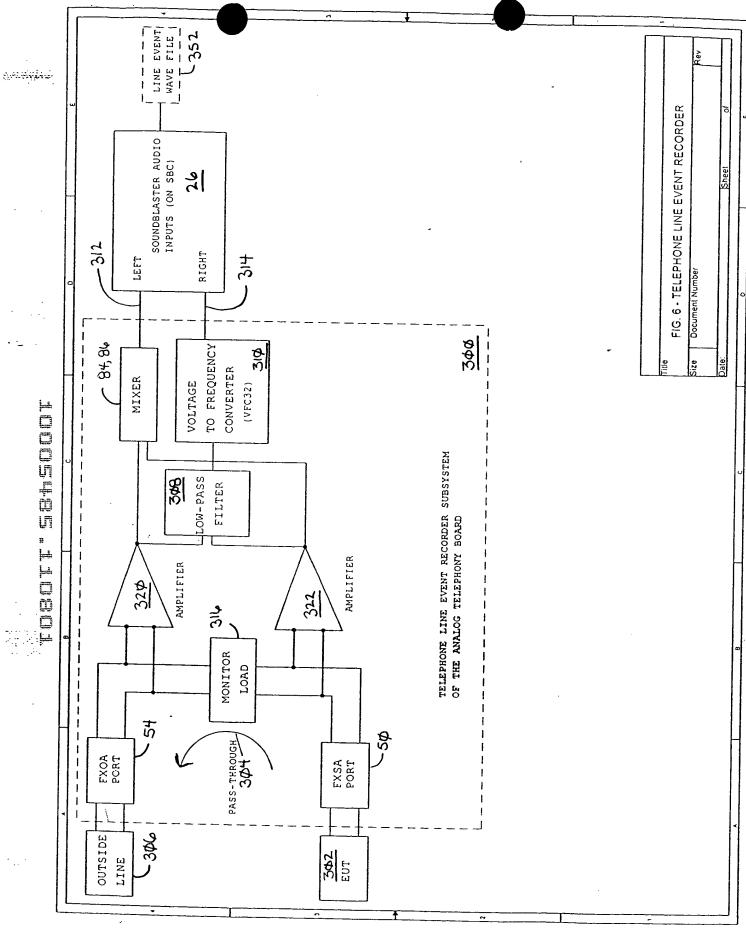


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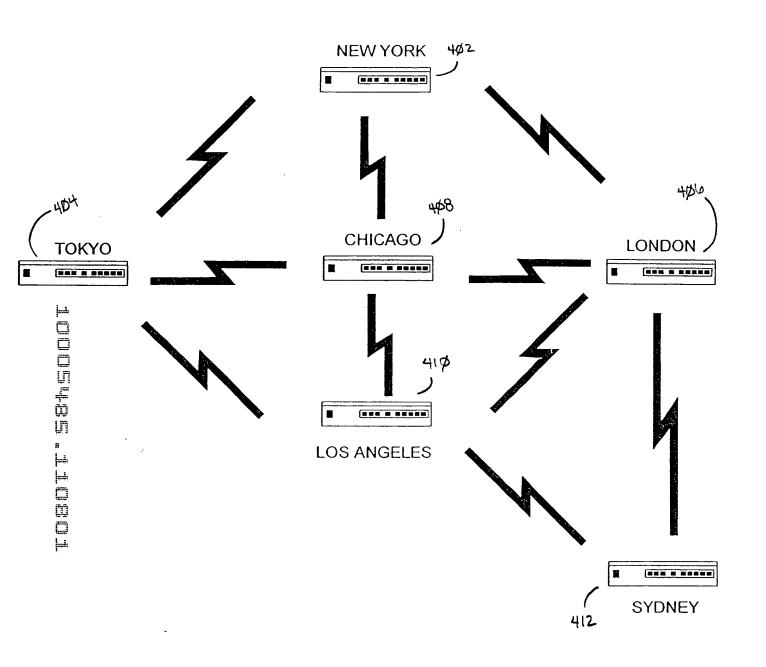
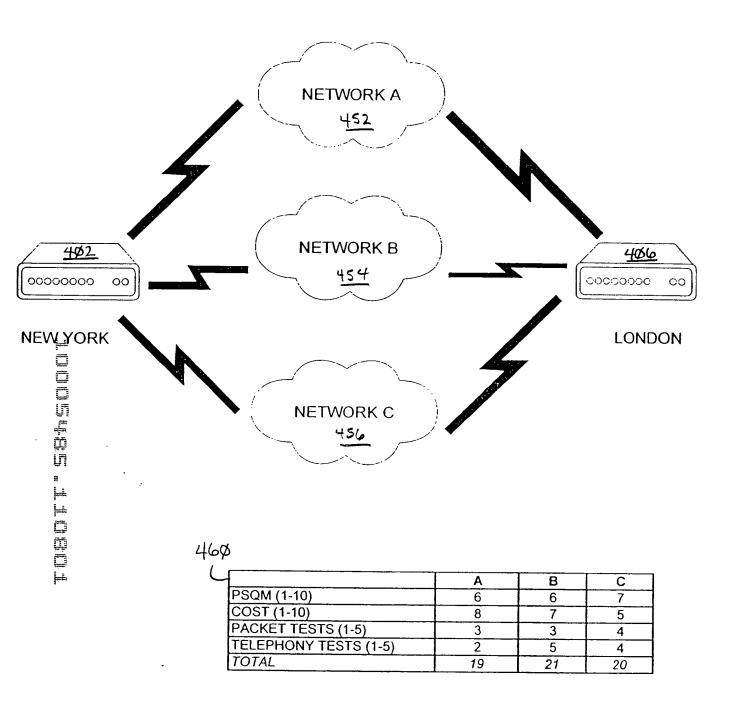
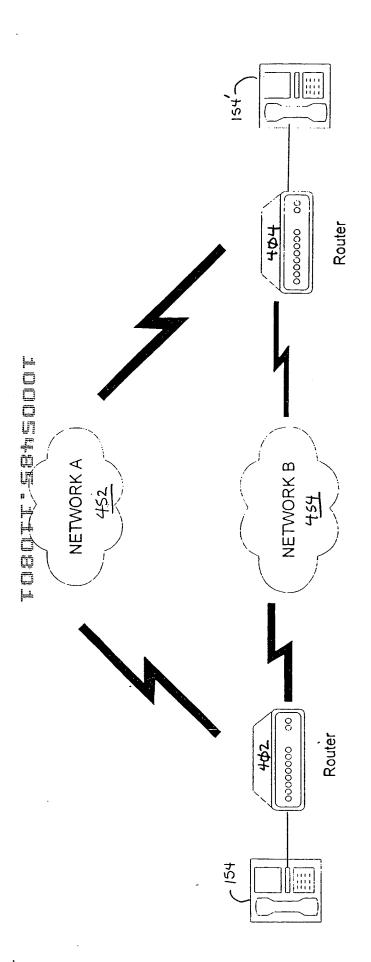


FIGURE 8 - A NETWORK OF SERVICE QUALITY TESTERS



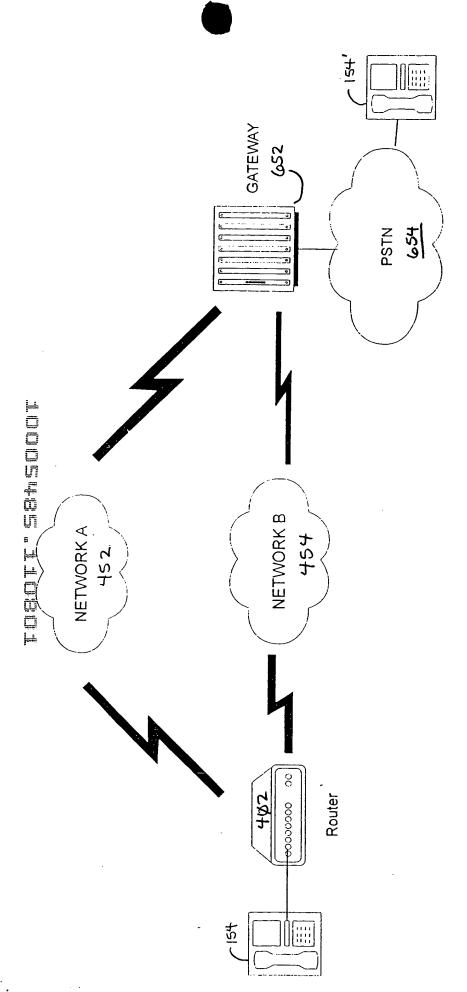
NETWORK B OFFERS BEST QUALITY / VALUE

FIGURE 9 - CHOICE OF VON CARRIER FOR BEST QUALITY / VALUE



CALL IS MADE THORUGH VON CARRIER A, BUT IS SWITCHED TO CARRIER B DUE TO A CHANGE IN THE QUALITY.

FIGURE 10 - CALL-IN-PROGRESS SWITCHOVER DUE TO A CHANGE IN QUALITY



CALL IS MADE THORUGH VON CARRIER A, BUT IS SWITCHED TO CARRIER B DUE TO A CHANGE IN THE QUALITY.

FIGURE 11 - CALL-IN-PROGRESS SWITCHOVER ON A PSTN-TERMINATED CALL